

**CUSTOMER SERVICES AND SUPPORT
PERFORMANCE MEASURES SUMMARY
4th Quarter 2010-11**

STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

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| | Measures | Target | Q1 11 | Q2 11 | Q3 11 | Q4 11 |
|---------------|------------------------------------------------------------------------------------------------------|-----------|----------|----------|----------|----------|
| B-1 ER | <i>Percent of telephone inquiries closed at initial point of contact.</i> | 90% | ● | ● | ● | ● |
| B-2 ER | <i>Percent of respondents satisfied with phone agent service.</i> | 95% | ● | ● | ● | ● |
| B-3 ER | <i>The length of time the callers wait for an agent after leaving IVR system and entering queue.</i> | <2.0 min. | ▼ | ● | ● | ● |
| B-4 ER | <i>Percentage of telephone calls offered that are answered</i> | 98% | ▼ | ● | ● | ● |

II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.

III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.

| | Measure | Target | Q1 11 | Q2 11 | Q3 11 | Q4 11 |
|------------|---------------------------------------------------------------------------|--------|----------|----------|----------|----------|
| B-1 | <i>Percent of telephone inquiries closed at initial point of contact.</i> | 90% | ● | ● | ● | ● |

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|------------|------------------------------------------------------------------------------------------------------|-----------|----------|----------|----------|----------|
| B-2 | <i>Answer before caller abandons call, due to wait time.</i> | 95% | ■ | ● | ▼ | ● |
| B-3 | <i>The length of time the callers wait for an agent after leaving IVR system and entering queue.</i> | 2 .5 min. | ■ | ● | ▼ | ▼ |
| B-4 | <i>Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.</i> | 4.0 | ● | ● | ● | ● |
| B-5 | <i>Customer satisfaction for phone services.</i> | 4.7 | ● | ● | ● | ● |

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STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

| | Measures | Target | Q1 11 | Q2 11 | Q3 11 | Q4 11 |
|-------------|---------------------------------------------------------------------------------|--------|----------|----------|----------|----------|
| B-6 | Percent of service credit cost requests completed, compared to number received. | 100% | ■ | ● | ● | ■ |
| B-7 | Percent of service credit cost requests completed within 90 days of receipt. | 95% | ■ | ■ | ■ | ■ |
| B-8 | Percent of service credit elections completed, compared to the number received. | 100% | ● | ● | ● | ● |
| B-9 | Percent of service credit elections processed within 30 days of receipt. | 95% | ● | ● | ▼ | ● |
| B-10 | Percent of workable estimates completed within 5 days of receipt. | 90% | ▼ | ▼ | ■ | ■ |
| B-11 | Percent of workable estimates completed within 30 days of receipt. | 100% | ● | ● | ● | ● |

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VI. Administer pension benefit services in a customer oriented and cost effective manner.

| | Measures | Target | Q1 11 | Q2 11 | Q3 11 | Q4 11 |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|----------|----------|----------|
| B-12 | Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application. | 100% | ● | ● | ● | ● |
| B-13 | Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date. | 100% | ● | ▼ | ▼ | ● |
| B-14 | Percentage of death benefit claims paid within 45 days of receipt of last required documentation (Pre-retirement). | 100% | ● | ● | ● | ● |
| B-15 | Percentage of death benefit claims paid within 45 days of receipt of last required documentation (Post retirement). | 100% | ● | ● | ● | ● |
| B-16 | Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form. | 100% | ● | ● | ● | ● |
| B-17 | Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of complete application packages. | 70% | ● | ● | ● | ● |
| B-18 | Percent of first disability payment made within 30 days of effective date or approval. | 85% | ● | ● | ● | ● |